

Ireland-Tallaght: Customer-care services

OJ S 152/2016 09/08/2016

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Commission for Energy Regulation

National registration number: N/A

Postal address: The Exchange, Belgard Square North, Dublin

Town: Tallaght

NUTS code: IE Éire / Ireland

Postal code: 24

Country: Ireland

Contact person: Theresa Metcalfe

E-mail: procurement@cer.ie

Telephone: +353 14000800

Fax: +353 14000850

Internet address(es):

Main address: <http://www.cer.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1232>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=101903&B=ETENDERS_SIMPLE

[PID=101903&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=101903&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=101903&B=ETENDERS_SIMPLE

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: regulatory body

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Customer Contact Management Services.

Reference number: 011-03-348

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

The Commission for Energy Regulation invites tenders to this Request for Tenders ('RFT') from economic operators for the provision of the services as described in Appendix 1 to this RFT (the 'Services'). In summary, the Services comprise engaging a Customer Contact Management Service from a suitably qualified organisation. The renewed outsourcing of customer contact services is the purpose of this tender with its main requirement being that the successful Tenderer becomes the CER's 1st point of contact for all customer contact.

II.1.5. Estimated total value

Value excluding VAT: 100 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

79342300 Customer services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The Commission for Energy Regulation (CER) is Ireland's independent energy and water regulator. The CER was established in 1999 and now has a wide range of economic, customer protection and safety responsibilities in energy. The CER is also the regulator of Ireland's public water and waste-water system. The CER's primary economic responsibilities in energy cover electricity generation, electricity and gas networks and electricity and gas supply activities. As part of its role, the CER jointly regulates the all-island wholesale Single Electricity Market (SEM) with the Utility Regulator in Belfast. The SEM is governed by a decision-making body known as the SEM Committee, consisting of the CER, the Utility Regulator and an independent member. The overall aim of the CER's economic role is to protect the interests of energy customers. The CER has an important related function in customer protection by resolving complaints that customers have with energy companies. The CER's core focus in safety is to protect lives and property across a range of areas in the energy sector. This includes safety regulation of electrical contractors, gas installers and gas pipelines. In addition the CER is the safety regulator of upstream petroleum safety extraction and exploration activities, including on-shore and off-shore gas and oil. In 2014 the CER was appointed as Ireland's economic regulator of the Irish public water and waste-water sector. The CER has a responsibility to provide a complaint resolution service to Irish Water customers. The CER currently wishes to engage a Customer Contact Management Service from a suitably qualified organisation. The renewed outsourcing of our customer contact service is the purpose of this Tender with its main requirement being that the successful Tenderer becomes the CER's 1st point of contact for all customer contact.

II.2.5.

Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 100 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

It is proposed to put in place a contract for a term of 1 year with an option for renewal for up to a further 3 periods of 1 year each.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:

It should be noted that a schedule of payments will be agreed with the successful tenderer.

The Commission for Energy Regulation operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 09/09/2016 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 09/09/2016 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court

Postal address: Chief Registrar, Four Courts, Inns Quay

Town: Dublin

Postal code: 7

Country: Ireland

Internet address: <http://www.courts.ie>

VI.5. Date of dispatch of this notice

04/08/2016